(b) and (c) As per the report received from BSNL, it is pursuing the illegal rerouting of calls even since prior to 1st May, 2003 and continues to do so at present also. M/s Reliance Infocomm Ltd. (RIL) a Unified Access Service Provider was found changing the Calling Line Identification (CLI) of incoming international calls to domestic CLI and then handing over to BSNL as domestic calls. BSNL has raised bills for arrears to M/s RIL as per the terms and conditions of the Interconnect Agreement.

As and when cases of illegal rerouting of calls has come to the notice of BSNL these have been brought to the notice of DoT and TRAI.

The case of subscriber local dialing facility extended by Cellular Operators in 2003 was also brought to the notice of Department of Telecommunications. The Department issued instructions to stop the facility in June, 2003.

In case of M/s Reliance Infocomm Ltd., a penalty of Rs. 150 crores was imposed by the Department of Telecommunications for violation of terms and conditions of licences. M/s Reliance Infocomm Ltd. has paid penalty of Rs. 150 crores on 7.3.2005.

(d) The illegal routing of international calls through grey market takes away traffic from licensed operators.

Quality of MTNL and BSNL Mobile Services

†1704. DR. PRABHA THAKUR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware that MTNL and BSNL mobile services are lagging behind when compared to mobile services of other private companies from quality point of view;

(b) whether Government's attention has been drawn to the fact that under both the above mentioned mobile services, though one gets roaming facility yet lack of clear-cut voice, frequent call-drops and network problem has become a common feature; and

(c) the details of the plan devised by Government to make the mobile services better than that of other companies alongwith the date of its implementation?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL

† Original notice of the question was received in Hindi.

AHMAD): (a) and (b) As per the performance monitoring report of the Telecom Regulatory Authority of India (TRAI) for the quarter ended December 2004, MTNL (Delhi and Mumbai) mobile service is meeting all the Quality of Service (QoS) benchmarks prescribed by TRAI. In case of some telecom circles of BSNL however, certain parameters such as 'Call Success Rate' and percentage of connection with good voice quality are not being met. Congestion in BSNL's mobile network is being observed in some areas due to limitation in network capacity.

(c) Both BSNL and MTNL are continuously striving to improve Quality of Service (QoS). The mobile network is being optimized for its performance continuously and its monitoring has been strengthened.

BSNL

BSNL has been augmenting its GSM network continuously and action has been taken to augment the network capacity by 12 million lines progressively in 2005 to ensure good QoS and to meet the overwhelming demand. BSNL has launched GPRS (General Packet Radio Service) and MMS (Multimedia Messaging Service) in all service areas except Maharashtra, Madhya Pradesh and Gujarat. The Company is keeping pace with advancement in technology and providing latest service to its subscribers.

MTNL

MTNL is also upgrading its GSM network in phased manner besides expansion of capacity both in Delhi and Mumbai. With the addition of the Base Transceiver Stations (BTSs), GSM network performance is improving. The new network supports all the latest features like GPRS and MMS. Continuous efforts are on to provide more value addition.

Expansion of Communication Sector in Rural Areas

1705. SHRI BALAVANT *ALIAS* BALAPTE:

SHRI RUDRA NARAYAN PANY:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the demand for telephone and post office facilities is increasing in the rural areas in view of the technological advancement in these fields;